VISANOW

I-9 COMPLIANCE

I-9 System User Manual

for Human Resource Professionals

For any questions, please contact:
VISANOW

Customer Support
t: 855.847.2669 (prompt 1)
e: customersupport@visanow.com

Introduction

Welcome to VISANOW I-9 Compliance

The following user manual will guide you through the VISANOW I-9 Compliance product. Based on VISANOW's patented online platform and backed by unlimited legal consultation, the online I-9 Compliance system offers online creation and secure storage of I-9s, a robust document management system to upload and store I-9 supporting documentation, multi-permission levels for different users, and full integration with E-Verify, the federal employment verification system. Continue reading to learn more!

I-9 Compliance Setup

Before starting to create I-9s, the following information will teach you how to set up and manage your company and division information.

Navigating to I-9s

You may click any of the following to access the I-9 system:

1. Hover over “My VISANOW” and choose “I-9 Compliance” (a)
2. Click the orange block of text that says “Form I-9 U.S. Employment Eligibility” on the home page (b)
3. Click the green button that says “Enter I-9 Compliance” on the home page (c)

a
b
c
VISANOW
GLOBAL IMMIGRATION
Hello: Laura | Support
MY SETTINGS
logout
Your Global Account Executive
1-855-VISANOW
My VISANOW
Response Center
Cases
Divisional Summary
Resource Center
Welcome to VISANOW
Your home for excellence in immigration and employment eligibility, VISANOW is here to exceed your highest expectations.
Global
IMMIGRATION SERVICES
U.S. visas, work permits, and permanent residence
International visas and work permits
Unlimited legal assistance
Rapid application preparation and filing for new visas and renewals
Comprehensive service from application to arrival
View Your Global Cases
I-9
FORM I-9
US EMPLOYMENT ELIGIBILITY
Centralized, secure online storage, retrieval, and reporting
Easily create or transfer existing I-9s
Unlimited legal assistance
Optional E-Verify validation
VISANOW offers I-9 compliance audits, process development, and training
Enter I-9 Compliance
For Business | For Individuals | VISANOW Difference | Resources | About Us | Contact Us
Site map | Privacy | Disclaimer
My VISANOW

Service Options

If you have not yet set up I-9 capabilities, you will be directed to the Service Options page. This page provides a description of the different VISANOW I-9 services, and allows you to custom-tailor which I-9 products you are interested in purchasing. The options include:

1. **I-9 Audit & Migration:** This option is for existing paper or digital I-9s that you want migrated into our system. VISANOW will conduct an audit on the migrated I-9s to ensure that all data is present and that your company is compliant with federal regulations.
2. **I-9 Creation, Storage, & Retrieval:** This option allows your company to create digital I-9s in the VISANOW system, store them, and access them 24 hours a day, seven days a week.
3. **E-Verify:** This option allows your company to E-Verify your employees by submitting their data directly to the USCIS and getting real-time feedback about their employment eligibility. Certain states and government agencies require the use of E-Verify.

Once you’ve made your selections and provided payment information, you can move on to the next step. If you’ve selected that you wish to participate in E-Verify, you will be taken to the MOU page. Otherwise, if you’ve opted to not use E-Verify, you will be taken to your cases grid and may begin creating I-9s. You may also edit this information in the future by clicking “Service Options” under the “My Settings” menu.

Creating a Memorandum of Understanding (MOU)

If you've chosen to participate in E-Verify, you will be asked to provide information required to create a Memorandum of Understanding (MOU) between your company and the USCIS, such as your "doing business as" (DBA) name, address, North American Industry Classification System (NAICS) code, number of employees, and the number of hiring sites that will be participating in E-Verify. Once you complete this information, VISANOW will generate a MOU and provide it to you for signature. After the signed copy is provided back to VISANOW, it will be uploaded to the government on your behalf; once it is reviewed and approved by the USCIS, you will be able to E-Verify your employees. If any information provided during the MOU process changes, you may update the MOU request by clicking "Manage MOUs" under the "My Settings" menu.

My Settings (b)

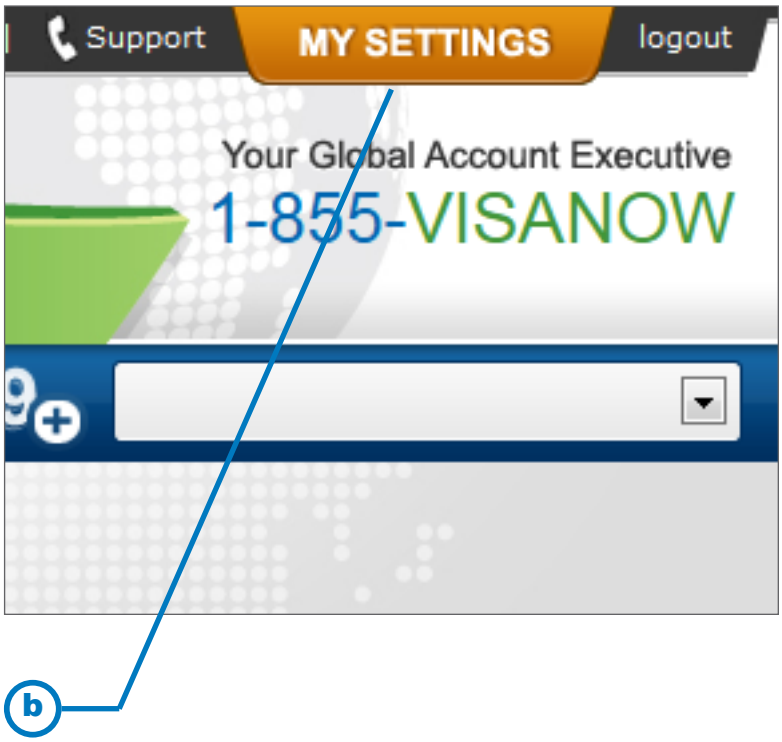
As part of creating and setting up a company, there are a number of different settings that can be specified from the "My Settings" menu in the upper right. You can edit your company information, create and edit different divisions, and specify default settings for each division.

Edit Company

To edit your company information, click "Edit Company" under the "My Settings" menu. Here you can edit information such as company address, primary contact, and company users and passwords.

Create Division

To create a division, click "Create Division" under the "My Settings" menu. Here you can add information about a division such as division address, primary contact, and division users and passwords.



Edit Division

To edit a division, click "Edit Division" under the "My Settings" menu. If you wish to edit any previously entered division information, you may do so here.

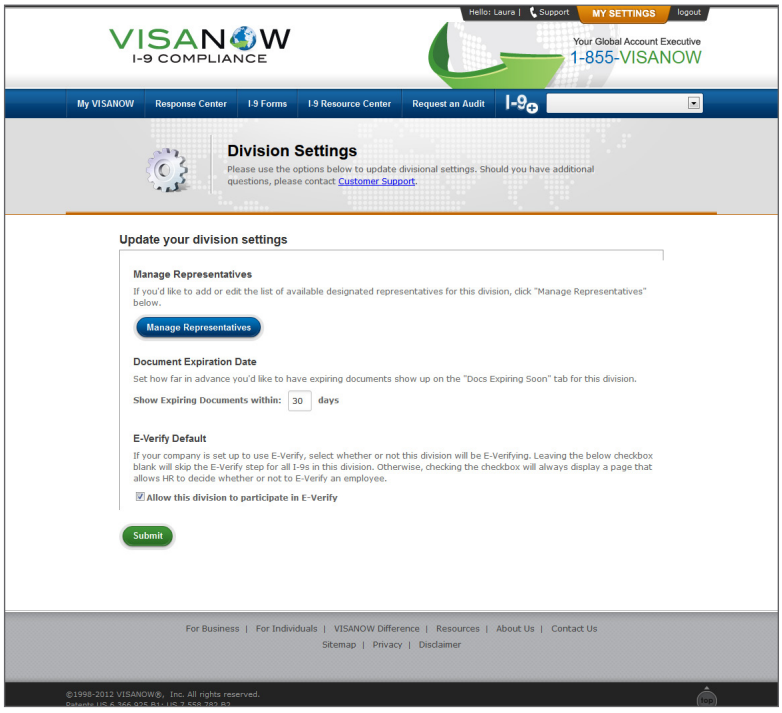
Division Settings

To customize various settings for a division, click "Division Settings" under the "My Settings" menu. To change divisions, simply select the desired division from the division drop-down visible on the top right of the screen. You may set the following settings on this page:

1. **Manage Representatives:** If your division will be using Designated Representatives to complete Section 2: Employer Review of the I-9 Form on your company's behalf, you may add and edit them here. Simply click on "Manage Representatives," and you will be able to specify whether you'd like to edit an existing representative or add a new representative. Once you make your desired edits, you may click "Save" to save them. If you wish, you may continue adding/editing representatives from this window, or click "Close" if you are done adding/editing the Designated Representatives for this division.

2. **Document Expiration Date:** If there are employees that provide a document type that needs to be reverified once it expires, you will be able to find them in the “Docs Expiring Soon” tab on your I-9 Forms grid. However, to customize how far in advance an I-9 document will be displayed, insert a number (in days) to the “Show Expiring Documents Within” textbox. The default value is 90 days.

3. **E-Verify Default:** You may specify if a division will or will not E-Verify its employees by using the E-Verify default setting. If you check the “Allow this division to participate in E-Verify” checkbox, then each I-9 in the division will allow a user to specify whether or not the employee should be E-Verified. Otherwise, if you do not check the “Allow this division to participate in E-Verify” checkbox, then the I-9 will be automatically closed once Section 2: Employer Review is complete and skip the E-Verify step.


VISANOW
I-9 COMPLIANCE
Hello: Laura | Support
MY SETTINGS
logout
Your Global Account Executive
1-855-VISANOW
My VISANOW
Response Center
I-9 Forms
I-9 Resource Center
Request an Audit
I-9
Division Settings
Please use the options below to update divisional settings. Should you have additional questions, please contact Customer Support.
Update your division settings
Manage Representatives
If you'd like to add or edit the list of available designated representatives for this division, click "Manage Representatives" below.
Manage Representatives
Document Expiration Date
Set how far in advance you'd like to have expiring documents show up on the "Docs Expiring Soon" tab for this division.
Show Expiring Documents within: 30 days
E-Verify Default
If your company is set up to use E-Verify, select whether or not this division will be E-Verifying. Leaving the below checkbox blank will skip the E-Verify step for all I-9s in this division. Otherwise, checking the checkbox will always display a page that allows HR to decide whether or not to E-Verify an employee.
Allow this division to participate in E-Verify
Submit
For Business | For Individuals | VISANOW Difference | Resources | About Us | Contact Us
Sitemap | Privacy | Disclaimer
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Division Settings

I-9 Tools

Besides offering an interface to create, store, and update I-9s, VISANOW also provides a variety of tools to help you through the I-9 process.

Main Menu

Response Center

VISANOW offers unlimited legal advice through the Response Center, located at the top left of the screen. To post a question to the I-9 legal team, select the "Questions & Answers" option under the "Response Center," and submit your question. An attorney will review it and post a response back with an answer. I-9s also generate alerts for different events, which are accessible through the "Alerts" option under "Response Center."

Resource Center

For your reference, VISANOW also offers a Resource Center that includes documentation on commonly asked questions and explains the I-9 process. You can also find the paper I-9 form here, as well as federally mandated "Right to Work" posters and other helpful information.

Requesting an Audit

In the event that your company, or a division within your company, wish to have VISANOW do a full audit to ensure your company's I-9 compliance, you may directly contact us through the "Request an Audit" page. On this page, you can click "Request Audit" to provide VISANOW with the appropriate contact information, as well as see all audits requested by your division.

Support

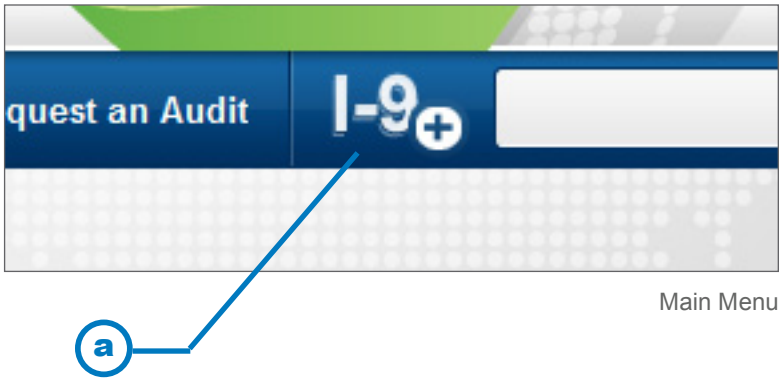
Finally, in the event that you have a customer support issue that cannot be resolved through information found in the Resource Center or through the Q&A, customer support is accessible by clicking the "Support" option in the top right corner of the screen. This will provide you with the contact information for your company's account executive, as well as information for VISANOW customer support.

Completing Form I-9

The following section is focused on the I-9 process. Here you will learn how to create, submit, edit, and verify an I-9.

Creating an I-9

To create an I-9, click on the I-9 "+" icon (a). This will open up a new page where you can input the name and hire date for the I-9 you wish to create. You may also specify whether or not you wish to have the employee submit Section 1: Employee Information, and if you wish to have a designated representative fill out Section 2: Employer Review.



Main Menu

Section1 Employee Access

If you wish to have the employee complete Section 1: Employee Information, select "yes" for your response to "Do you want your employee to fill out Section 1 of the I-9?" When you select "yes," you will be prompted to enter the employee's email address. Once you have provided all the information necessary to create this I-9, click "Save," and an email will be sent to the employee asking them to log in and complete Section 1: Employee Information. Please note that if the employer is completing Section 1 on behalf of the employee, the employee must be present, and it is not necessary to send an email to them.

Section 2 Designated Representative Access

If you wish to have a designated representative fill out Section 2: Employer Review, select "yes" for your response to "Do you want your designated representative to fill out Section 2 of the I-9?" When you select "yes," you will be prompted to select a designated representative from the division list of available representatives. Otherwise, if you wish to add or edit a representative, you may click on "Manage Representatives" to do so. Once Section 1: Employee Information is complete, the designated representative will receive an email asking them to log in and complete Section 2: Employer Review. Please note that if the employer will be filling out Section 2, it is not necessary to specify a designated representative.

Saving

Once you have provided the information necessary ready to create an I-9, you may click "Save and Continue," which will take you to Section 1: Employee Information for the new I-9. Otherwise, you may click "Save and Create New," which will save the I-9 but stay on the "Create I-9" page, allowing you to initiate more I-9s quickly.

Duplicate Warning

Once you have chosen to create an I-9 by clicking "Save," the system will check to see if a potential duplicate exists. If there are any other I-9s in the division with the same name and a hire date within 15 days, a duplicate warning will appear. If you wish to continue creating the I-9, you may click "Continue," which will create a new I-9.

Completing Section 1

Section 1: Employee Information asks for information on the

employee, such as name, address, Social Security Number (SSN), and citizenship type. Please note that Section 1 cannot be completed until the employee has a valid SSN. Whether the employee is filling in Section 1: Employee Information, or the employer is logged in and completing it with the employee reviewing it, Section 1 must be signed and attested to. The employer retains the ability to edit information after Section 1 is complete, and all changes to Section 1 after it has been submitted are captured in the audit trail.

Completing Section 2

Section 2: Employer Review asks the employer to review the employee's documentation and provide information about the employer. Please reference the I-9 form and instructions located in the resource center for a list of acceptable documents. You may also upload documents or add notes in this section. Whether a designated representative or employee is filling in Section 2: Employer Review, Section 2 must be signed and attested to. The employer retains the ability to edit information after Section 2 is complete, and all changes to Section 2 after it has been submitted are captured in the audit trail.

E-Verify

Once Sections 1 and 2 are complete, and if the division has the E-Verify Default enabled, you will have the ability to choose whether or not to E-Verify the I-9. If you wish to E-Verify the I-9, click "Begin E-Verify Process." Otherwise, if you do not wish to E-Verify, click "Do Not E-Verify," which will move the I-9 into the "Completed" step. Once you begin the E-Verify process, each screen will prompt you to take the appropriate action.

Reverification

Once an E-Verify case has been closed, or if an I-9 was not E-Verified, you will be taken to the "Complete" section. In the event you need to reverify an employee by providing a new name, a rehire date, or a new unexpired document, you may do so by clicking "Add New Information." All new information provided also requires that the employer sign and attest to the changes; once this is complete, the page will display all past reverifications in the reverification table.

VISANOW
I-9 COMPLIANCE
Hello: Laura | Support MY SETTINGS logout
Your Global Account Executive
1-855-VISANOW
My VISANOW
Response Center
I-9 Forms
I-9 Resource Center
Request an Audit
I-9 Forms
Complete, view, and update this I-9 Form.
I-9 Form
Documents
Notes
History
Name Jimmy Goodman
Hire Date: 2/5/2012
Options
Enter Employee Information
Enter Employer Information
E-Verify
Completed
The below information should be completed and signed by the employee at the time employment begins. Please ensure all information is correct before submitting. The employer will retain the ability to make changes to Section 1: Employee Information once it has been submitted.
Please note that editing information in Section 1 after the case has been submitted to E-Verify will not send the new data to E-Verify.
First Name*
Last Name*
Middle Initial
Jimmy
Goodman
Maiden Name
Address (Street Number and Name)*
Apartment Number
City *

Section 1: Enter Employee Information

VISANOW
I-9 COMPLIANCE
Hello: Laura | Support MY SETTINGS logout
Your Global Account Executive
1-855-VISANOW
My VISANOW
Response Center
I-9 Forms
I-9 Resource Center
Request an Audit
I-9 Forms
Complete, view, and update this I-9 Form.
I-9 Form
Documents
Notes
History
Name Jimmy Goodman
Hire Date: 2/5/2012
Options
Enter Employee Information
Enter Employer Information
E-Verify
Completed
The below information should be completed and signed by the employee at the time employment begins. Please ensure all information is correct before submitting. The employer will retain the ability to make changes to Section 1: Employee Information once it has been submitted.
Please note that editing information in Section 1 after the case has been submitted to E-Verify will not send the new data to E-Verify.
First Name*
Last Name*
Middle Initial
Jimmy
Goodman
Maiden Name
Address (Street Number and Name)*
Apartment Number
City *

Section 2: Enter Employer Review

Documents, Notes, and History Tabs

Throughout the I-9 process, there are additional tabs that are available next to "I-9 Form." These are "Documents," "Notes," and "History." The use of these is optional, but they allow you to take further advantage of the VISANOW I-9 Compliance system.

Documents

You may associate documents with an I-9 Form in a variety of ways. To do so, click the "upload" icon that is available in the following places:

1. From the information bar of an I-9
2. Next to a document selection in Section 2: Employer Review
3. From the "Documents" tab itself

Depending on which of the above methods you use to upload a document, you may specify which I-9 category to associate it to (a List A, B, C document, or a general document). All documents will be saved and listed in the "Documents" tab of an I-9. You may also permanently delete documents that you no longer wish to associate with an I-9.

Notes

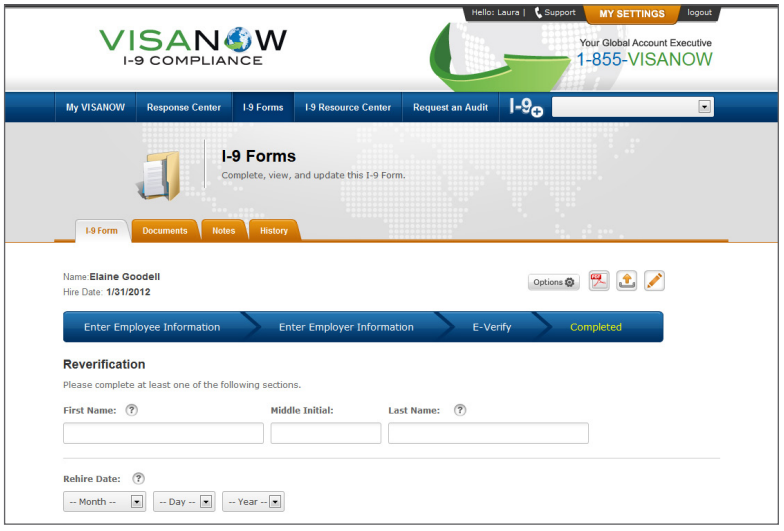
You may associate notes with an I-9 Form in a variety of ways. To do so, click the "note" icon that is available in the following places:

1. From the information bar of an I-9
2. Next to a document selection in Section 2: Employer Review
3. From the "Notes" tab itself

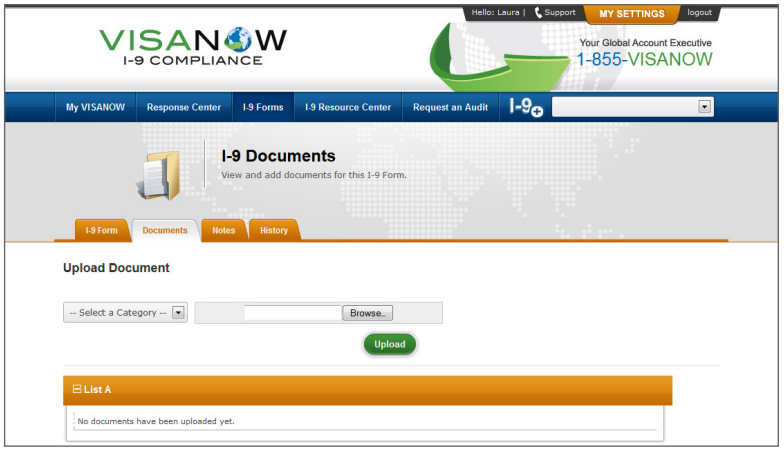
Depending on which of the above methods you use to add a note, you may specify which I-9 category to associate it to (a List A, B, or C note, or a general note). All notes will be saved and listed in the "Notes" tab of an I-9. You may also cross out notes that are no longer relevant to an I-9.

VISANOW
I-9 COMPLIANCE
Hello: Laura | Support MY SETTINGS logout
Your Global Account Executive
1-855-VISANOW
My VISANOW
Response Center
I-9 Forms
I-9 Resource Center
Request an Audit
I-9 Forms
Complete, view, and update this I-9 Form.
I-9 Form
Documents
Notes
History
Name Alea Whitaker
Hire Date: 12/31/2011
Options
Enter Employee Information
Enter Employer Information
E-Verify
Completed
Submit to E-Verify
You are now ready to E-Verify this I-9.
If you wish to E-Verify this I-9, make sure that the information in sections 1 and 2 is correct. Please note that the information contained in this I-9 at the time of submission will be sent to E-Verify; any future changes to sections 1 and 2 will not update E-Verify.
To submit this I-9 to E-Verify, click "Begin Initial Verification" below. This will send the data in the current I-9 to the government for verification. Please note that each I-9 can only be submitted to E-Verify once.
If you do not wish to E-Verify this I-9, please click "Don't E-Verify" below. This will bypass the E-Verify step, and complete the case.
Begin E-Verify Process
Do Not E-Verify

Section 3: E-Verify



Reverification



Documents

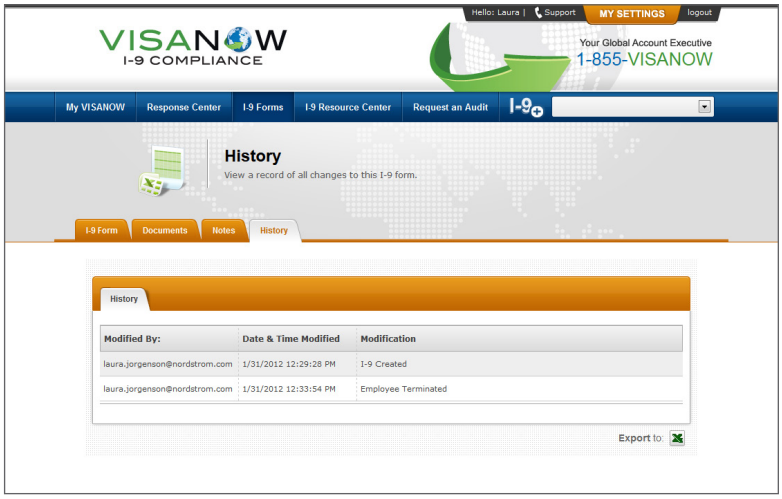
History

The “History” tab contains the audit trail for an I-9. It will log and display a variety of events, who triggered them, and when they occurred, such as the creation of an I-9, submission of Sections 1 and 2, E-Verify case updates, and any reverification history.

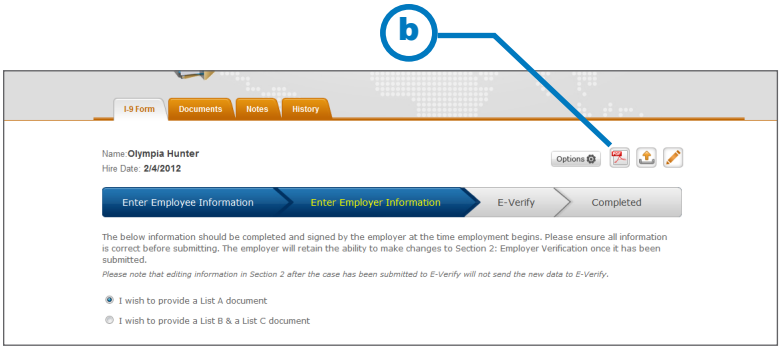
PDF

Throughout the I-9 process, you will also have the ability to view and print out a paper I-9 form(b). By using either the PDF icon in the I-9 information bar or the pdf icon in the I-9 Forms grid, you can generate a ready-to-print I-9 form. The PDF also appends any notes that you have entered for this I-9.

Notes



History


b
I-9 Form
Documents
Notes
History
Name: Olympia Hunter
Hire Date: 2/4/2012
Options
Enter Employee Information
Enter Employer Information
E-Verify
Completed
The below information should be completed and signed by the employer at the time employment begins. Please ensure all information is correct before submitting. The employer will retain the ability to make changes to Section 2: Employer Verification once it has been submitted.
Please note that editing information in Section 2 after the case has been submitted to E-Verify will not send the new data to E-Verify.
I wish to provide a List A document
I wish to provide a List B & a List C document

Create a PDF

I-9 Options

Each I-9 has an “Options” button available in the information bar at all times. There are a variety of tools available under the “Options” menu that you can choose to take advantage of during the I-9 process.

Edit Hire Date

If you created an I-9 with a specific hire date, and before beginning to complete Section 1: Employee Information, the hire date changed, you have the ability to edit the hire date by clicking “Edit Hire Date” from the “Options” menu. A pop-up will prompt you to enter a new hire date, which will be saved and displayed in the information bar of the I-9 and in the I-9 Forms grid.

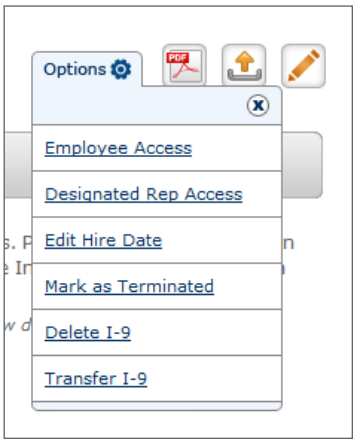
Edit Employee Access

You have the option at I-9 creation to specify whether you wish for the employee to fill out Section 1: Employee Information of the I-9. If, at any point before Section 1 is completed, you choose to edit who has access to the I-9, or simply need to resend the login email, you have the ability to do so by clicking “Employee Access” under the “Options” menu. The pop-up will display the current settings for the specified I-9, and allow you to save any changes you wish to make.

Edit Designated Rep Access

You have the option at I-9 creation to specify whether you wish for a designated representative to fill out Section 2: Employer Review of the I-9. If, at any point before Section 2 is completed, you choose to edit who has access to the I-9, or simply need to resend the login email, you have the ability to do so by clicking “Designated

Options Button Closed



Options Button Open

Rep Access” under the “Options” menu. The pop-up will display the current settings for the specified I-9, and allow you to save any changes you wish to make. If you wish to add a new designated representative or edit an existing one, please do so by clicking “Division Settings” under the “My Settings” menu.

Delete I-9

Before Sections 1 and 2 are complete, you are allowed to delete an I-9 for a variety of reasons. To do so, click “Delete I-9” under the “Options” menu for an I-9. There is no way of undoing this, so a confirmation message will ensure that you wish to permanently delete an I-9.

Transfer I-9

If, at any point in the I-9 process, you need to transfer an I-9 to a different division, you may do so by clicking “Transfer I-9” under the “Options” menu. A pop-up will prompt you to specify which division to transfer the I-9 to, and confirm once the transfer is complete.

Mark as Terminated

If you wish to terminate an employee that you have a complete I-9 for, you may do so by clicking “Mark as Terminated” under the “Options” menu. A pop-up will prompt you to enter a termination date for the I-9, and once the changes have been saved, move the I-9 to the “Closed Cases” tab with the termination date displayed. Please note that once an employee has been marked

as terminated, you cannot undo this action unless they are rehired.

Purge I-9

After Sections 1 and 2 are complete, federal regulations dictate that you must retain an I-9 for either a total of three years, or for the full time an employee is employed plus one year, whichever is longer. Once the longer of those time frames is complete, however, you may choose to purge an I-9. To do so, click “Purge I-9” under the “Options” menu for an I-9. There is no way of undoing this, so a confirmation message will ensure that you wish to permanently purge an I-9.

I-9 Forms Grid

The I-9 Forms grid displays all of the I-9s in a given division, in a variety of statuses and stages. It is organized into various tabs to allow for clear actionable items in each category.

Open Cases

The “Open Cases” tab will display all open cases for a particular division. The available statuses that will be displayed here are “Employee Information,” “Employer Review,” and all open E-Verify cases.

Closed Cases

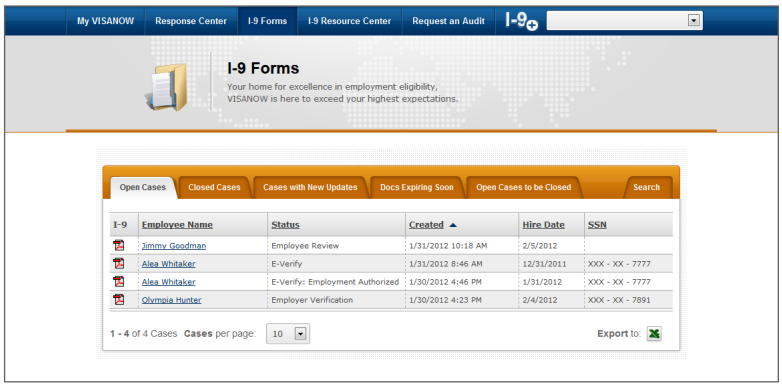
The “Closed Cases” tab will display all closed cases for a particular division. The available statuses that will be displayed here are “Completed,” for cases that are complete that have not been E-Verified, and “Completed: Closed” for cases that are complete that have been E-Verified. You may reverify any closed cases.

Docs Expiring Soon

The “Docs Expiring Soon” tab will display any cases when the employer must reverify an employee’s document information once it expires. For aliens authorized to work and legal permanent residents, work authorization may expire at a given point in time. An employer must reverify this employee and enter new, up-to-date document information before the previously provided document expires. I-9s will be displayed on this tab until reverification is completed for the employee.

Cases with New Updates

If a division participates in E-Verify, they will see the “Cases with New Updates” tab. This tab will display the cases that have been updated by E-Verify. Once you go into that case and take an action, the case will no longer be displayed in the “Cases with New Updates” tab unless it is then later updated by E-Verify.



I-9 Forms Grid

Open Cases to be Closed

If a division participates in E-Verify, they will also see the “Open Cases to be Closed” tab. This tab will display E-Verify cases that have a status of “Employment Authorized,” “SSA Final Nonconfirmation,” “DHS Final Nonconfirmation,” and “DHS No Show.” All E-Verify cases will end in one of these statuses, and once they do, they must be closed by specifying if the employee is still employed, and the reason for closing a case.

Search

The search tab is visible to all divisions, and allows you to search through all the I-9s within that a division. You may search by name, SSN, I-9 status, hire date, creation date, and a number of other filters to find a particular I-9.

Search All Divisions

You may also search all divisions at a given time by selecting “Search All Divisions” under the “My Settings” menu. This will allow you to quickly and easily find a particular I-9, regardless of which division it is located in.